Amarra Symphony

Amarra
Amarra Playlist
ADD ITUNES
ADD FINDER
CLEAR ALL
OPEN
SAVE
1- Thank U Alanis Morissette Supposed Former Infatuation Junkie 00:04:18:24 176
2- Holy Water Bad Company Holy Water 00:04:06:09 44
3- Concerto for Violin, Cello and Orchestra: Mo Tom Chiu, Dave Eggar String Theory 00:06:09:02 48
4- Urbanicity: Movement 1 David Chesky | Urbanicity Urbanicity / Concerto for Electric Gu 00:06:42:00 48
5- 08 Beethoven_ Piano Sonata #11 In B Flat, Op. John O'Conor Beethoven: Immortal Adagios 00:07:27:03 384
6- 09 Beethoven_ Piano Sonata #3 In C, Op. 2_3 - John O'Conor Beethoven: Immortal Adagios 00:06:57:08 384
7- 10 Beethoven_ Piano Sonata #17 In D Minor, Op John O'Conor Beethoven: Immortal Adagios 00:08:01:01 384
8- Beethoven: Piano Sonata #14 In C Sharp Minor, John O'Conor Beethoven: Immortal Adagios 00:05:51:27 384
9- 04 Beethoven_ Piano Sonata #5 In C Minor, Op. John O'Conor 384
10- 05 Beethoven_ Piano Sonata #7 In D, Op. 10_3 John O'Conor 384
11- Beethoven: Piano Sonata #11 In B Flat, Op. John O'Conor 384
12- Beethoven: Piano Sonata #1 In F Minor, Op. 2/ John O'Conor 384
13- Beethoven: Piano Sonata #14 In C Sharp Minor, John O'Conor 384
14- 04 Beethoven_ Piano Sonata #5 In C Minor, Op. John O'Conor 384
Amarra iRC
iRC
ON
ONE
Living Room
GAIN
TWO
double-click to set
THREE
FOUR
Amarra EQ
Classical
PARAMETRIC
FREQ
BOOST
Q
Amarra Clarity
Radio-Music
AMOUNT

Activation Guide

www.sonicstudio.com

Amarra Symphony with IRC Activation Guide Table of Contents

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NOTE : Translation to local language is available via google translate now. Please visit translate.google.com/?tr=f&hl=en and set the appropriate 'Translate to' language. Browse to your Amarra product folder in your Applications folder in Finder and select the appropriate file to translate. This file is called 'Amarra Symphony with IRC Activation Guide'

Amarra Symphony with iRC Activation Guide

NOTE : Amarra Sympony 3.0 uses a new license, different from current Amarra Symphony 2.6 licenses. All registered users will receive communcations from Sonic Studio regarding replacing your current Amarra Symphony 2.6 license. The upgrade to Amarra Symphony 3.0 is a paid upgrade.

In addition to a new Amarra Symphony 3.0 license, Amarra Symphony 3.0 also includes a license for Amarra sQ for streaming audio playback. Please refer to the Amarra Symphony User Manual for using Amarra sQ and Amarra together.

The following guide provides important information regarding Activation of your Amarra software, Amarra sQ for streaming audio and, if purchased, the iRC(b) component for Impulse Response Correction. Please read through the following pages and if you have any questions, refer to the documentation included with your software or visit the Sonic Studio website at www.sonicstudio.com for more information. You may also send an email to support@sonicstudio.com. Please include your Amarra product Activation code on all written communication.

The activation process allows you to:

1) Evaluate any Amarra product for 15 days.

2) Activate your Amarra product instantly (internet connection required).

3) Easily move licenses from one Mac to another.

4) Manage your Amarra license using the License Control Panel (LCP)

5) Manage your Amarra sQ license using the iLok License Manager (ILM)

This document is separated into several sections:

Section 1 - Downloading and Installing Amarra

Section 2 - Evaluating Amarra

Section 3 - Activating your Amarra player

Section 4 - Activating the iRC(b) component within Amarra

Section 5 - Activating Amarra sQ for streaming audio playback

Section 6 - Managing your Amarra license using the License Control Panel (LCP)

Section 7 - Managing your Amarra sQ license uing the iLok License Manager (ILM)

Section 8 - Amarra Activation FAQ.

Amarra Symphony v3.0 for Amarra Symphony Users: Any owner of an Amarra license previous to 2.4 supports the enhanced Amarra Symphony Feature set.

Amarra Symphony 3.0 can be Activated on Two (2) Computers using your Symphony Activation Code.

Amarra Symphony 3.0 uses a sofware based licensing method. If you still are using a PACE iLOK™ for your Amarra license, your Amarra serial number will act as your Amarra Symphony Activation code. If you have any questions, please contact **support@sonicstudio.com** and we will assist in identifying your Amarra Symphony Activation code.

Chapter 1.0..... Downloading and Launching the Amarra Symphony Installer

1.1 Downloading your Amarra Product

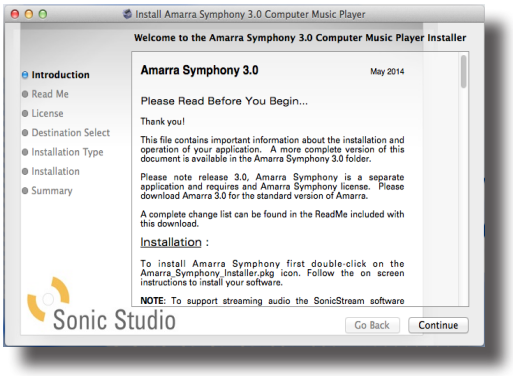
Amarra Symphony 3.0 uses it's own installer which can always be found on our website at http://www.sonicstudio.com/amarra/amarrasupport.html#DOWNLOAD. You can download the Amarra Symphony Installer to your Mac, open and double-click on the .mpkg file to launch the installer. Follow the onscreen instuctions to install your Amarra product. The iRC Measure application, the calibration and filter generation tool for Impulse Response Correction is also installed in your Amarra Symphony folder as part of the installation process.

NOTE : Amarra Symphony Users: Symphony will launch as part of the Installation process, please do the following:
- Run the Amarra Symphony Installer
- Choose Easy Setup
- Select 'Yes' when asked to launch Amarra

NOTE : Amarra Symphony iRC Users: You need an omnidirectional full-bandwidth measurement microphone for use with IRC. We recommend that the frequency response is within ± 1 dB in the area of the speaker's frequency response range. Recommended mics can be found on our FAQ.

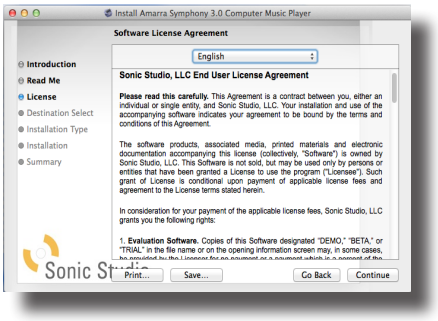
1.2 Installing Amarra Symphony

Installing Symphony follows the same installation process as most other applications on your Mac. When you launch the Amarra Symphony Installer, you will be presented with the first ReadMe page. Take time to read through this important information prior to continuing with the installation process


Install Amarra Symphony 3.0 Computer Music Player
Welcome to the Amarra Symphony 3.0 Computer Music Player Installer
Introduction
Read Me
License
Destination Select
Installation Type
Installation
Summary
Amarra Symphony 3.0
May 2014
Please Read Before You Begin...
Thank you!
This file contains important information about the installation and operation of your application. A more complete version of this document is available in the Amarra Symphony 3.0 folder.
Please note release 3.0, Amarra Symphony is a separate application and requires and Amarra Symphony license. Please download Amarra 3.0 for the standard version of Amarra.
A complete change list can be found in the ReadMe included with this download.
Installation :
To install Amarra Symphony first double-click on the Amarra_Symphony_Installer.pkg icon. Follow the on screen instructions to install your software.
NOTE: To support streaming audio the SonicStream software
Sonic Studio
Go Back
Continue

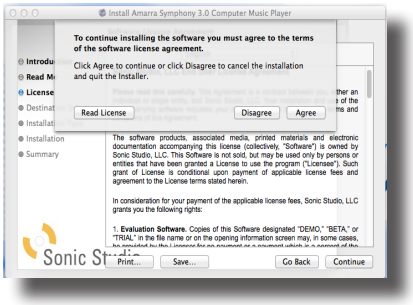
Amarra Symphony Install Read Me Screen

Once you read through this important information, click continue to access the End User License Agreement.


Install Amarra Symphony 3.0 Computer Music Player
Software License Agreement
English
Introduction
Read Me
License
Destination Select
Installation Type
Installation
Summary
Sonic Studio, LLC End User License Agreement
Please read this carefully. This Agreement is a contract between you, either an individual or single entity, and Sonic Studio, LLC. Your installation and use of the accompanying software indicates your agreement to be bound by the terms and conditions of this Agreement.
The software products, associated media, printed materials and electronic documentation accompanying this license (collectively, "Software") is owned by Sonic Studio, LLC. This Software is not sold, but may be used only by persons or entities that have been granted a License to use the program ("Licensee"). Such grant of License is conditional upon payment of applicable license fees and agreement to the License terms stated herein.
In consideration for your payment of the applicable license fees, Sonic Studio, LLC grants you the following rights:
1. Evaluation Software. Copies of this Software designated "DEMO," "BETA," or "TRIAL" in the file name or on the opening information screen may, in some cases,
Print...
Save...
Go Back
Continue

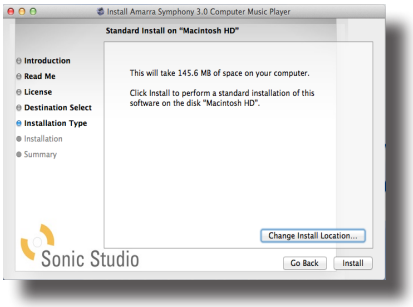
Amarra Symphony EULA

Again, read through this important information and click Continue


Install Amarra Symphony 3.0 Computer Music Player
To continue installing the software you must agree to the terms of the software license agreement.
Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
Read License
Disagree
Agree
Installation
Summary
The software products, associated media, printed materials and electronic documentation accompanying this license (collectively, "Software") is owned by Sonic Studio, LLC. This Software is not sold, but may be used only by persons or entities that have been granted a License to use the program ("Licensee"). Such grant of License is conditional upon payment of applicable license fees and agreement to the License terms stated herein.
In consideration for your payment of the applicable license fees, Sonic Studio, LLC grants you the following rights:
1. Evaluation Software. Copies of this Software designated "DEMO," "BETA," or "TRIAL" in the file name or on the opening information screen may, in some cases,
Print...
Save...
Go Back
Continue

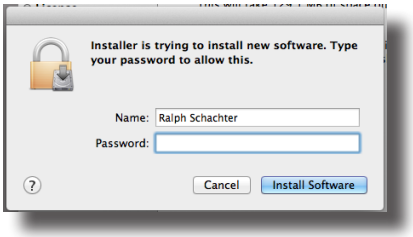
Agree to the EULA

Next you will be asked to choose an install disk drive, we recommend choosing your default drive.



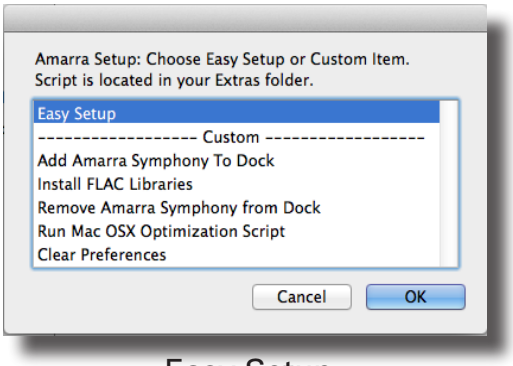
Choose Installation Location

You'll need to enter your System Administrator Password to continue the installation


Installer is trying to install new software. Type your password to allow this.
Name: Ralph Schachter
Password:
Cancel
Install Software

Enter your System Admin Password

The next step in the installation process allows you to do some initial setup prior to launching Amarra should you decide to do so. You will be present we the window below:



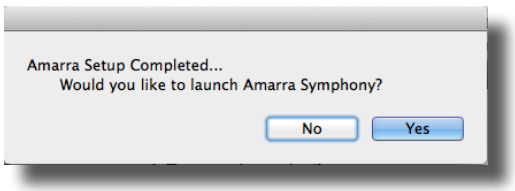
Easy Setup

We highly recommend that new users to Amarra Symphony select Easy Setup by clicking 'OK'. This setup should find your output device, launch Amarra and iTunes and let you simply click a track in iTunes to begin playback.

Another new feature available in Amarra Symphony 3.0 is the Mac OSX Optimazation Script. This gives you the opportunity to fine tune your Mac environment for best audio playback performance. You may choose to run the script now or at any time after activating Amarra Symphony.

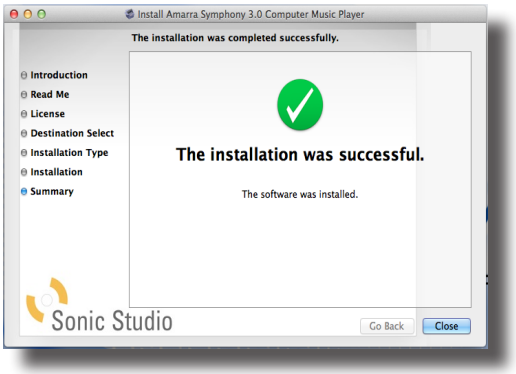
NOTE : Although we recommend Disable All for best performance, please ensure you are familiar with Mac OS and System Application operation prior to using the MacOSX Optimization Script.

The next dialog box you will see prompts you to launch Amarra Symphony. Select 'Yes' when asked to launch Amarra Symphony.



Launch Amarra Symphony

Once you respond to the launch prompt, The Amarra installation will complete and Amarra will launch with iTunes. Review chapters 2 and 3 to Evaluate or Activate Amarra Symphony respectively.



SUCCESS!

1.4 Permanently Uninstalling Amarra Symphony

1) Navigate to your Applications->Amarra Symphony 3.0->Extras->Installers folder in Finder

2) Double click on the Uninstall Amarra Symphony.app.

This removes the Amarra Symphony and iRC applications, Preferences and FLAC components. You can quit Terminal after running. You can also selectively delete parts of Amarra Symphony by selecting the appropriate uninstall command in the same folder.

Chapter 2.0..... Evaluating Amarra Symphony

A FREE 15-day, full featured trial of Amarra is available. When you launch your Amarra product you will be presented with the following dialog box:

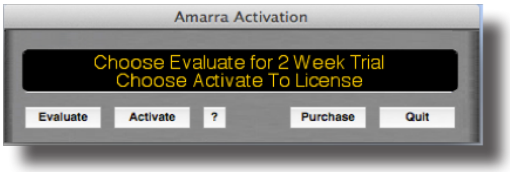
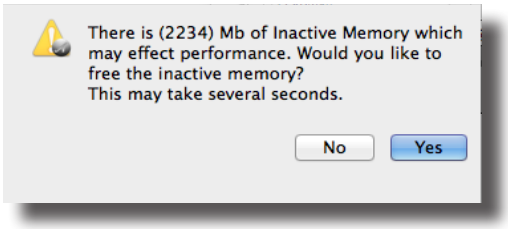


Figure 1: Evaluation dialog box.

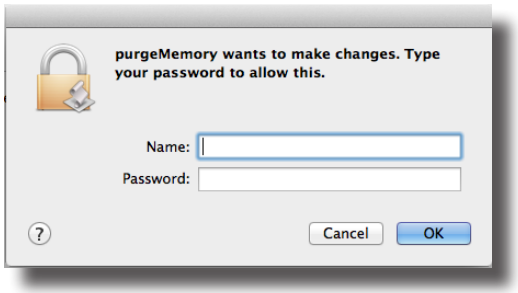
Evaluate button:	Evaluate your Amarra product for 15 days.
Activate button:	Brings up the Activation Dialog (see below).
Purchase button:	Takes you to the online store to purchase an Amarra product.
Quit button:	Closes the Activation window and exits the application.
? button:	Brings up the Amarra Activation Guide.

Simply click on the 'Evaluate' button to begin your 15-day trial, it's that simple! Amarra will launch and launch iTunes automatically.

As part of the activation and launch process, Amarra checks to see if there is an excessive amount of Inactive OS Memory and asks if you'd like to purge the inactive memory. Doing so can improve overall performance, the process takes a short time during which Amarra is unavailable. Click 'Yes' to run this script.


There is (2234) Mb of Inactive Memory which may effect performance. Would you like to free the inactive memory?
This may take several seconds.
No
Yes

You'll need to enter your system administration password to run the script. Enter User Name and Password in the spaces provided and click 'OK' to purge inactive memory.



If you've already had a trial of Amarra Symphony 3.0 in the past, you will receive the following message. Please contact Sonic Studio if an additional trial is needed at **sales@sonicstudio.com**.

Your Evaluation Has Expired.
Please consider purchasing Amarra.
Please contact sales@sonicstudio.com to request a new evaluation
OK

Evaluation Expired dialog box.

Click 'OK' to close the dialog. At the end of your evaluation you have the choice of Purchasing your Amarra product or Quitting the application. We hope your experience with Amarra Symphony is a positive one. You can purchase by clicking on the Purchase button and you will be directed to our online store.

NOTE : If you've done a trial of Amarra Symphony and are now activating a permanent license, please delete your current Applications->Amarra Symphony 3.0 folder in Finder. Re-run the Amarra Symphony Installer and use your permanent license to activate Amarra Symphony.

NOTE : If you purchase Amarra sQ during a trial, you will need to wait until either the trial is over to install your permanent license or wait until prompted to install your permanent license when launching Amarra sQ.

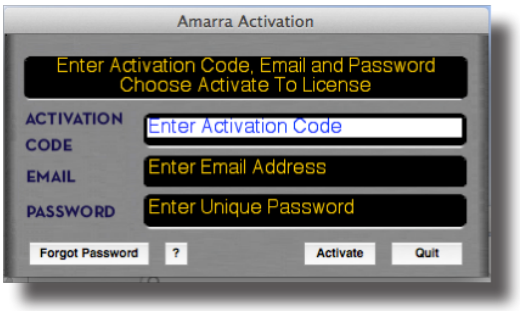
Chapter 3.0.....Activating Amarra Symphony

Amarra Symphony 3.0 requires a new license for activation. You will receive communciation from Sonic Studio regarding replacing existing licenses. To Activate your Amarra product, you will need the following:

•Your Amarra 3.0 Symphony Activation Code, sent to you at time of purchase or by Sonic Studio directly.

• A working Internet Connection

Click the Activate button in the first Amarra Activation Dialog. You will then be presented with the Amarra Activation window shown below :



Authorization dialog box

Forgot Password: Sends your password to the email used when activated

Activate Button: Activates Amarra Symphony using Code, email address and password

Quit button: Cancels and closes the Activation window

? button: Brings up the Amarra Activation Guide

Enter information into the provided fields :

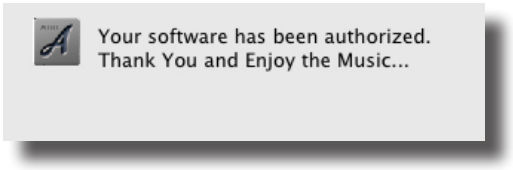
A) Copy (CMD+C) and Paste (CMD+V) your Activation code into the Activation field

B) Add your email address - if you lose your password, it can be sent to this address

C) Create your own password 3-16 characters in length and enter in the password field. Passwords should be simple and something easy to remember.

D) Click on the Activate button to activate your Amarra product.

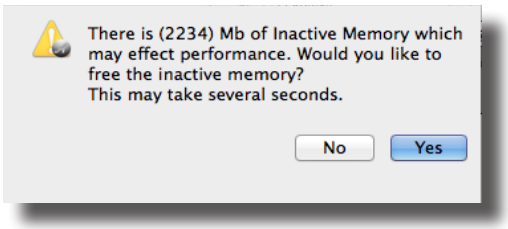
NOTE: Please note, if you forget your password, use the Forgot Password to have your current password sent to the email address used to activate Amarra.



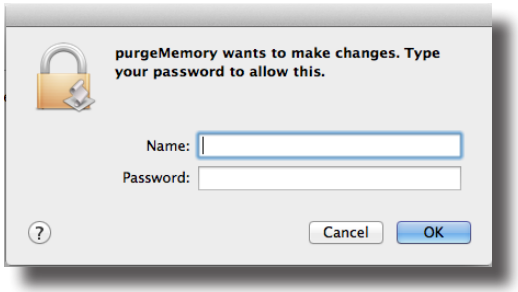
Amarra Installation Success !!!

NOTE : Keep Your Activation Code in a Safe Place.
Save the original Email and create a License Control User Account (see below).

As part of the activation and launch process, Amarra checks to see if there is an excessive amount of Inactive OS Memory and asks if you'd like to purge the inactive memory. Doing so can improve overall performance, the process takes a short time during which Amarra is unavailable. Click 'Yes' to run this script.


There is (2234) Mb of Inactive Memory which may effect performance. Would you like to free the inactive memory?
This may take several seconds.
No
Yes

You'll need to enter your system administration password to run the script. Enter User Name and Password in the spaces provided and click 'OK' to purge inactive memory.



Chapter 4.0...Activating Sonic Studio Impulse Response Correction

NOTE: All Users of IRC in Amarra Symphony v2.6 will need to re-activate their IRC License. If you receive an 'Unknown Error' while trying to activate IRC, please write us at sales@sonicstudio.com and include your IRC User Name and the name of the machine you are trying to re-activate

Whether you made your purchase of Amarra Symphony with iRC or upgraded from Amarra or Amarra Symphony 2.6, you now have a new capability with Amarra Symphony to activate. Activating Sonic Studio iRC is an easy process. Simply click on the IRC button on the Amarra Symphony UI and you'll be presented with an activation window for Sonic Studio iRC.

Amarra Symphony iRC Validation Window

Enter the code and password sent to you at time of purchase and click continue. Assuming you have a valid license and password, the Sonic Studio iRC filter bank will appear.

Activating iRC will also allow you to launch the iRC Measure application from your Applications-> Amarra Symphony 3.0 folder in Finder.

More information on using the iRC Measure application to measure your listening environment and create your Filter Files can be found in the iRC Measure User Manual located in your Amarra Symphony 3.0 folder in Finder. Details on using the iRC Filter Bank can be found in the Amarra Symphony User Manual as well.

NOTE: Amarra Symphony with iRC Users
Amarra Symphony with IRC users will need to re-validate their IRC license as part fo the activation process. You will need your IRC User Name and Password to activate IRC. If you have any issues, please contact us at sales@sonicstudio.com

Chapter 5.0... Activating Amarra sQ for Streaming Audio Playback

As part of the Amarra Symphony 3.0 installation, a new application, Amarra sQ, is available. Amarra sQ is used for playback from streaming audio sources such as Internet Radio, Spotify™, Pandora™ among others, using the Amarra engine. When you receive your Amarra 3.0 license, you'll also receive an Amarra sQ license.

NOTE : We strongly recommend that you run either Amarra Symphony or Amarra sQ but not both at the same time to avoid any playback issues between the two applications.

NOTE : If you purchase Amarra sQ during a trial, you will need to wait until either the trial is over to install your permanent license or wait until prompted to install your permanent license when launching Amarra sQ.

5.1 Installing Amarra sQ

To install Amarra sQ, please click on the Amarra_sQ_Installer.pkg. You can download the Installer from:

http://www.sonicstudio.com/sonic/support/sonic_support#DOWNLOAD

Follow the on-screen instructions to install your software.

You may uninstall the Amarra sQ as follows

- Run Uninstall AmarraSQ.app. This will remove all components installed.

5.2 Launching, Licensing and Using Amarra sQ

There are two methods for licensing Amarra sQ:

1. **Trial Mode**: Free 15 day full-function trial.
2. **Permanent Activation**: You are delivered an Activation Code after purchase.

Learn: For your security and convenience, an iLok Account is required to use or try Amarra sQ. Your personal account is free, secure and takes just a few minutes to set up.

Amarra sQ software is protected with PACE Anti-Piracy's InterLok copy protection. Learn more at **iLok.com.**

Your Amarra sQ license is authorized on your Mac via 'Machine License' or iLok2 USB Smart Key.

Please refer to the Amarra sQ User Manual for detailed instructions for launching, licensing and using Amarra sQ in both trial mode and after permanent activation. The Amarra sQ User Manual can be found at the link below:

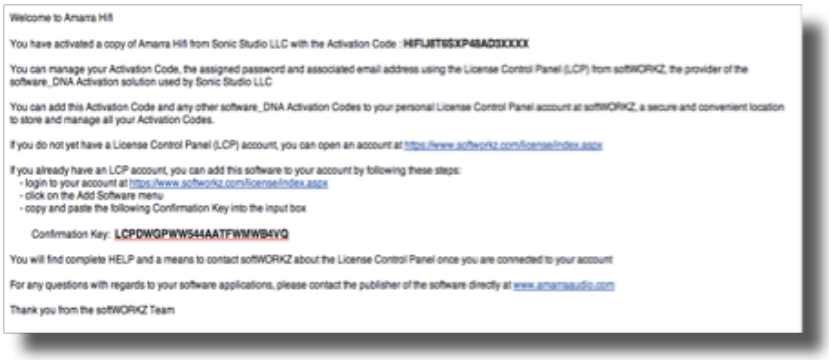
Amarra sQ User Manual

Chapter 6.0....Managing your Amarra Symphony license

The License Control Panel is a powerful tool that lets you manage your Amarra Symphony Activation Code, the assigned password and associated email address. The License Control Panel (LCP) is managed by softWORKZ, the provider of the software_DNA Activation solution used by Sonic Studio LLC.

6.1 Your confirmation Email

Shortly after purchasing your copy of Amarra Symphony, you will receive a message from softWORKZ, similar to the message below, with your Confirmation Code. You will need this to manage your licenses on the LCP.



Welcome to Amarra Hifi

You have activated a copy of Amarra Hifi from Sonic Studio LLC with the Activation Code : **HIFIJBT6SXP48AD3XXXX**

You can manage your Activation Code, the assigned password and associated email address using the License Control Panel (LCP) from softWORKZ, the provider of the software_DNA Activation solution used by Sonic Studio LLC

You can add this Activation Code and any other software_DNA Activation Codes to your personal License Control Panel account at softWORKZ, a secure and convenient location to store and manage all your Activation Codes.

If you do not yet have a License Control Panel (LCP) account, you can open an account at https://www.softworkz.com/license/index.aspx

If you already have an LCP account, you can add this software to your account by following these steps:
- login to your account at https://www.softworkz.com/license/index.aspx
- click on the Add Software menu
- copy and paste the following Confirmation Key into the input box

Confirmation Key: **LCPDWGPWW544AATFWMWB4VQ**

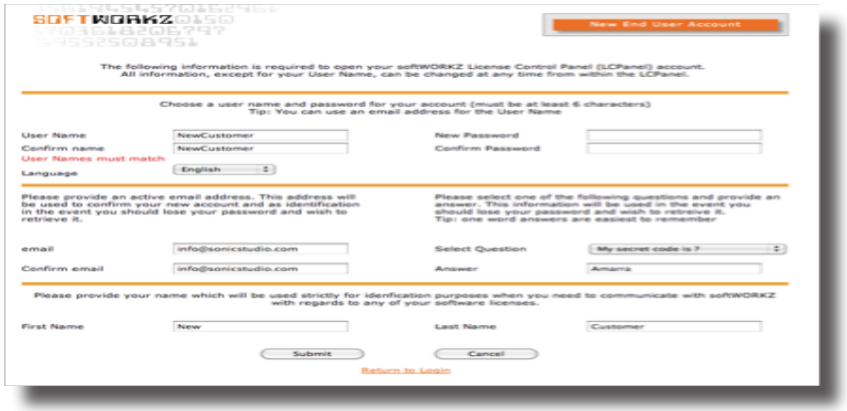
You will find complete HELP and a means to contact softWORKZ about the License Control Panel once you are connected to your account

For any questions with regards to your software applications, please contact the publisher of the software directly at www.amarraaudio.com

Thank you from the softWORKZ Team

6.2 Setting Up your User Account

If you do not yet have a License Control Panel (LCP) account, you can open an account at **https://www.softworkz.com/license/index.aspx**. You will need to fill in a form depicted in the image below



SOFTWORKZ

New End User Account

The following information is required to open your softWORKZ License Control Panel (LCPanel) account.
All information, except for your User Name, can be changed at any time from within the LCPanel.

Choose a user name and password for your account (must be at least 6 characters)
Tip: You can use an email address for the User Name

User Name: NewCustomer
Confirm name: NewCustomer
User Names must match
Language: English
New Password:
Confirm Password:

Please provide an active email address. This address will be used to confirm your new account and as identification in the event you should lose your password and wish to retrieve it.

email: info@sonicstudio.com
Confirm email: info@sonicstudio.com

Please select one of the following questions and provide an answer. This information will be used in the event you should lose your password and wish to retrieve it.
Tip: one word answers are easiest to remember

Select Question: My secret code is ?
Answer: Amarra

Please provide your name which will be used strictly for identification purposes when you need to communicate with softWORKZ with regards to any of your software licenses.

First Name: New
Last Name: Customer

Submit | Cancel

Return to Login

6.3 Adding Software to your Account

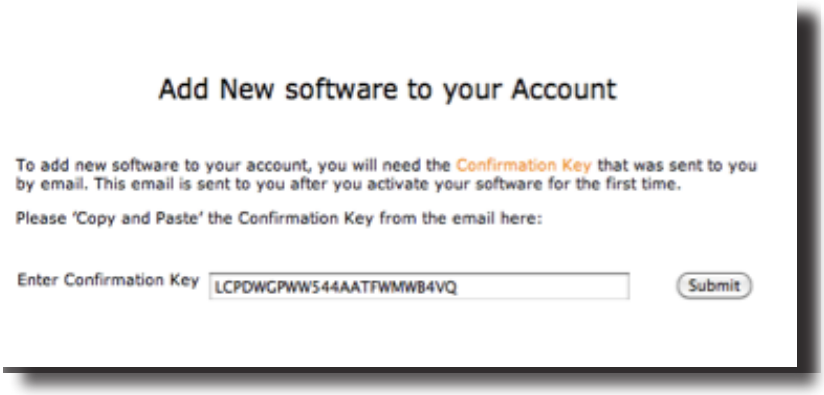
If you already have an LCP account, add this software to your account by following these steps:

- Login to your account at

  https://www.softworkz.com/license/index.aspx

- Click on the Add Software Menu

- Copy and paste your Confirmation Key into the input box


Add New software to your Account
To add new software to your account, you will need the Confirmation Key that was sent to you by email. This email is sent to you after you activate your software for the first time.
Please 'Copy and Paste' the Confirmation Key from the email here:
Enter Confirmation Key
LCPDWGPWW544AATFWMWB4VQ
Submit

6.4 Logging into your Account

Once your account is setup and your licenses are loaded, you can easily manage your account by logging into your License Control Panel Account at

https://www.softworkz.com/license/index.aspx

NOTE : We strongly recommend ALL users open a License Control Panel Account to be able to manage their account and license as needed. If you have any problems, please contact us at support@sonicstudio.com

Chapter 7.0..... Managing your AsQ License with ILM

Managing your AsQ license is an easy task. We use the iLok License Manager from Pace to provide your machine locked AsQ license. Please follow the steps below to manage your AsQ License

7.1 The iLok License Manager

The iLok License Manager is the application you will use to manage your license. You can download and install a free copy of the iLok License Manager at **http://installers.ilok.com/iloklicensemanager/LicenseSupportInstallerMac.zip**

7.2 Your iLok Account

You'll also need to create a free account at **https://www.ilok.com/#!registration**. Please note your iLok ID and Password as you'll need to use them to access your iLok account in the future.

7.3 Managing your License

Once you've created your account and loaded the iLok License Manager, launch the ILM and sign-in with your User Name and Password.

To move your license, you will need to 'Take Ownership' of it. Once you take ownership, you are free to move your license to your account and to another machine as needed. To move your license to another machine, simply move the license back to your account, log in on another machine and move the license to that machine. Load Amarra sQ and you should be all set.

Chapter 8.0.....Amarra Symphony Activation F.A.Q

If you have any issues, please review the potential issues below. More information can be found on our FAQ.

General items:

1. Cannot connect to the network - Be sure you are connected to the internet.
2. Activation Code Invalid

   Be sure you have entered the code sent to you. Use Copy and Paste to avoid mistakes.

   Be sure you are activating the correct software for your license.
3. Password Invalid

   When asked to enter a new password, it has to be a 'never before used' password

   Passwords may be from 3 to 16 characters long

   If you are not sure of your password, use the Forgot Password button to have your password sent to you.

4. LockOut - After 3 unsuccessful attempts at activation, you will be Locked Out and prevented from Activating your software. Write to **support@sonicstudio.com** and we will clear the Lock Out. Remember to include your Activation code and your IP address (visit **www.whatismyip.com** to obtain your IP address)
5. Activation required on every launch.

   Do the following:

   - Delete your current Amarra Symphony folder

   - Delete any older Amarra Symphony folders from your Applications folder

   - Delete any Amarra Symphony icons from your dock.

   - Re-install Amarra and go through the Activation process again to clear the problem

I have entered my code and password correctly with a new password to do a re-activation, why is the application not being re-activated?

Verify that you have an Internet Connection. Your new password must be a new and never-used password. Verify that you have not previously used this password with this activation code.

If you are updating from a trial copy of Amarra Symphony or are updating from a different Amarra Product (MINI to Amarra), please delete your current folder prior to launching the new Amarra Installer.

How often will my application connect to the activation server via the Internet?

Your application uses the Internet when it is first installed or when it is re-activated (such as after a disk reformat and reinstall, or if the software is moved to a new computer). The application may also do a quick check with the server when you run the application.

Will my application work if I don't have an Internet connection?

In general, an internet connection is required to activate your copy of Amarra. If no Internet connection is found during activation, or the activation server is not reachable, the software will ask you to do offline activation. The software will provide step- by-step instructions, where a file is written to disk that you move to a computer that does have Internet access (or email access). You can move this file via LAN, floppy disk, CD-R or USB key. You can use your Internet browser (on a machine that does have Internet access) to visit a special page to upload this file and receive another file in return. If you do not have any working browsers then the file can be emailed to our tech support (note there may be a delay in the return of the file depending on the time of day and week).

During activation what information is passed to the server?

No personal information or information about your computer configuration are transferred. A one-way hash* of some machine configuration data, your code, email and password used to activate Amarra are sent to the server during the first activation. We suggest you do not use one of your important personal passwords for the activation password, or a password that personally identifies you.

*One-way Hash: Codes that identify parts of the computer are put through a special function (called a 'one way hash') that turns the codes into one code number that is unique to your computer but cannot be deciphered (or reverse engineered) to determine what those components are. Only this hash value is sent to the activation server and not the details on the computer parts.

Can I move Amarra to another computer?

Yes, this can be done easily. Simply download the Amarra software to your new machine and go through the Activation process. There is no need to deactivate prior to moving your license, the process is automatic when you activate on your new machine. If you have your activation code and password this will be a fast and easy process.

What is the email address for and is it mandatory?

The email address on the activation and reactivation dialogs is mandatory. It can be used to retrieve a lost password. When you provide the email address it will not be used for marketing purposes or sold / provided to any third party. If you do provide an email address we recommend it be one that will be active for some time.

What if I have forgotten my password and did not provide an email address (or my email address is no longer valid)?

During a reactivation the previously provided password is required. If the password has been lost and cannot be recovered (because an email address was not provided, or the email address is no longer valid) you will need to contact our support via email or by phone. We will be happy to reset your password.

Will changes to my computer cause my application to stop working?

There are no changes that will cause a permanent disabling of the software. Major changes (disk reformat being one such major change) will mean that you need to reactivate the software. If you have your Activation code and password this will be a fast and easy process.

What happens if Sonic Studio or softWORKZ suspends service or goes out of business?

Both companies have been in business for several years, and are healthy and stable and will be around for many years to come!

Regardless, your activated application will continue working without the Activation server, although new activations or re-activations will not be possible. Both companies are committed to ensure that a patch will be made available ASAP to resolve this. Either a version with a replaced activation system or a version with no activation will be provided.

I wish to do an online activation but my firewall is set up to block such requests. What are the firewall settings?

The following is the information that you need to setup your firewall:

Main server IP address: reg1.softworkz.com

Backup server IP: reg2.softworkz.com

Backup server IP: reg3.softworkz.com

Port: 80 (Standard HTTP)

Domain: softworkz.com

Why is an activation system required at this time?

Software companies around the world have come to realize that activation- type copy-protection systems provide a reasonable solution to the problem of piracy while at the same time respecting customers by not burdening them with a hard-to-use licensing system. Reducing piracy means that the software vendor can use steady revenues to further improve the product and guarantee business continuation. It is unfortunate that piracy exists because we know the majority of our customers follow the license terms but it is a fact of life in this digital age.

We trust that this new system will be virtually transparent for the majority of customers.

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